

DMH Satisfaction Survey Results

Consumer Satisfaction - 2002

Comprehensive Psychiatric Services

Residential Care Facilities

Demographics

		Total Survey Returns ^b	
		Total CPS Services	Residential Care Facility
SEX	Male	47.7%	60.3%
	Female	52.3%	39.7%
RACE	White	80.1%	76.3%
	Black	14.1%	17.1%
	Hispanic	0.9%	0.6%
	Native American	1.7%	1.9%
	Pacific Islander	0.2%	0.4%
	Alaskan	0%	0.1%
	Oriental	0.1%	0.6%
	Bi-racial	1.7%	0.6%
	Other	1.1%	2.5%
AGE	0-17	41.03	46.04
	18-49	8.6%	0.1%
	50+	63.0%	62.0%
		28.4%	37.9%

^b The demographic statistics in the column marked Total Survey Returns are based on the survey returns.

Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

	Number Served April 2002	Number Forms Returned	Percent of Served Returned
Total CPS	27457*	7305	26.6%
Total CPS RCF	2711 ^a	1347	49.7%

*Unduplicated Count
^a Number sent

Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses for each item.

	Total CPS	Total Residential Care Facility
Are you deaf or hard of hearing?	9.8%	11.9%
<i>If yes, do you use sign language?</i>	7.1%	11.9%
If you use sign language, did this agency use sign language without the help of an interpreter?	7.9%	9.5%
If you use sign language and the staff did not sign to you, was an interpreter provided?	10.9%	12.5%

Medicaid

In 2002, the Consumer Satisfaction Survey asked questions about Medicaid. The results of those questions are below and represent the percentage of affirmative answers.

	Total State CPS Services	Total Residential Care Facility
Do you receive Medicaid?	82.0%	93.1%
<i>If yes, are you a member of an MC+ health plan?</i>	24.7%	20.7%

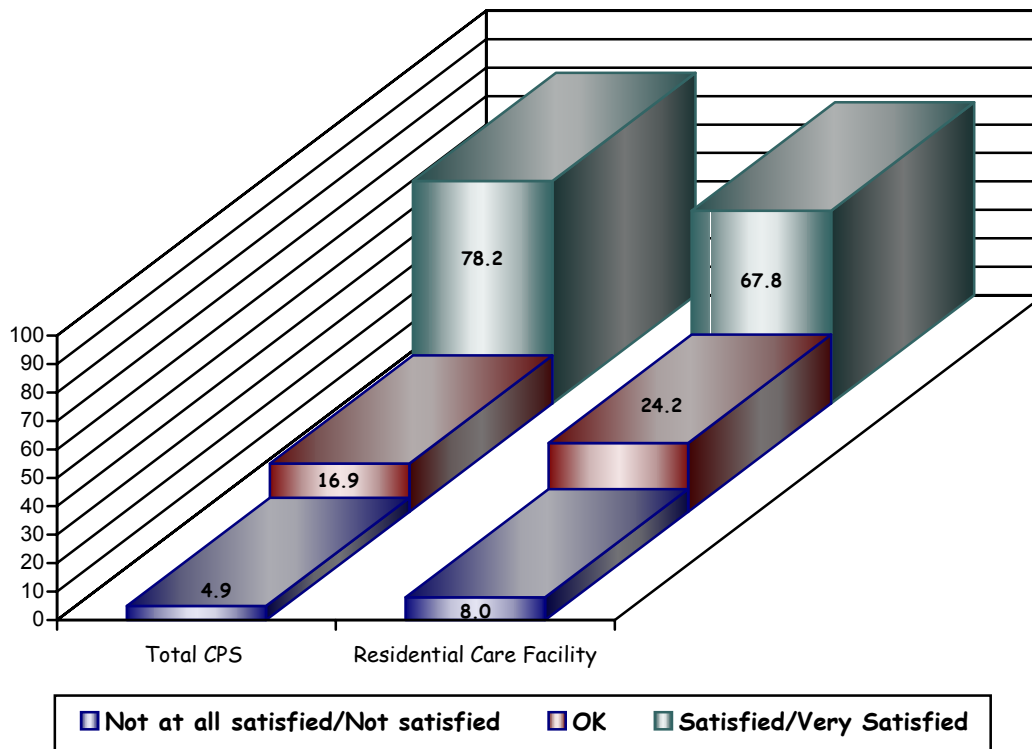
Consumer Preferences in Living Arrangements

The Department of Mental Health asked consumers where they preferred to live. In addition, consumers were asked what resources were needed to live in another location. These questions are particularly important in light of the Olmstead Decision.¹

	Overall State Totals	Total Residential Care Facility
<i>Where Would you prefer to live?</i>		
Where I am now	51.7%	40.6%
Group Home	3.3%	4.8%
Semi-Independent	6.7%	10.7%
Independent Apartment	20.9%	28.5%
With Family Member	8.8%	11.5%
Other	8.6%	3.9%
<i>What resources do you need?</i>		
Financial Assistance	31.2%	44.0%
More Mental Health Services	9.4%	16.5%
Assistance in learning how to take care of myself	8.6%	17.4%
Help to find and keep a job	17.2%	30.1%
Someone to stop by and help me with things, either regularly or when I call.	21.3%	29.0%
Someone to help me learn how to take care of my money	13.5%	22.7%

¹ The Supreme Court's Olmstead Decision (Olmstead v. L.C.) requires states to administer their services, programs, and activities "in the most integrated setting appropriate to the needs of qualified individuals with disabilities."

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 78.2% of the consumers of the Division of Comprehensive Psychiatric Services (CPS) who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The percent of individuals who reported they were "satisfied" or "very satisfied" in the State Residential Care Facility program was 67.8%.

Satisfaction with Services

How satisfied are you . . .	State Total CPS	Total Residential Care Facility
with the Residential Care Facility staff who provide you with services?	4.23 (7042)	3.88 (1223)
that the staff are helpful to you?	4.17 (6982)	3.93 (1229)
with how staff keep things about you and your life confidential?	4.26 (6947)	3.87 (1209)
that your treatment plan has what you want in it?	4.10 (6926)	3.80 (1204)
that the staff is assisting you achieve the goals on your treatment plan?	4.17 (6884)	3.84 (1198)
that the Facility staff respect your ethnic and cultural background?	4.29 (6712)	3.98 (1194)
with the services that you receive from the Residential Care Facility?	4.22 (6942)	3.92 (1216)
that staff treats you with respect, courtesy, caring, and kindness?	3.81 (1759)	3.93 (1232)
that the environment is clean and comfortable?	3.90 (1756)	4.01 (1230)
that the meals are good, nutritious and sufficient amounts?	3.62 (1749)	3.81 (1227)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.		

Some of the key findings were:

- Statewide, the people served by the Division of Comprehensive Psychiatric Services reported that they were satisfied with the services they received. All but three items were above a mean of 4.00 ("satisfied"). The Residential Care Facility mean scores ranged from 3.80 to 4.01.
- Consumers in the Residential Care Facilities were most satisfied with the environment being clean and comfortable (mean of 4.01).
- Consumers in the Residential Care Facilities were least satisfied with the content of the treatment plan (mean of 3.80).

Satisfaction with Quality of Life

How satisfied are you . . .	State Total CPS	Total Residential Care Facility
with how your spend your day?	3.52 (6444)	3.64 (1230)
with where you live?	3.70 (6405)	3.71 (1220)
with the amount of choices you have in your life?	3.49 (6414)	3.55 (1222)
with the opportunities/chances you have to make friends?	3.58 (6394)	3.73 (1219)
with your general health care?	3.76 (6363)	3.89 (1223)
with what you do during your free time?	3.59 (6392)	3.79 (1222)
How safe do you feel . . .		
in this facility?	3.85 (1749)	3.92 (1222)
in your neighborhood?	3.89 (6331)	3.87 (1199)
<p>The first number represents a mean rating. Scale: (how satisfied are you...): 1=Not at all satisfied . . . 5=Very satisfied. Scale: (how safe do you feel...): 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>		

Some of the key findings were:

- The participants' responses to the Quality of Life questions indicated less satisfaction than their answers pertaining to Satisfaction with Services. The Residential Care Facility mean scores ranged from 3.55 to 3.92.
- Consumers in the Residential Care Facilities were most satisfied with safety in the facility (mean of 3.92) and least satisfied with the amount of choices in their life (mean of 3.55).

Comparison by Gender Residential Care Facility

This analysis compared the responses of consumers by gender on the satisfaction survey items. Females were more satisfied with the four items showing significance.

How satisfied are you...	Sex		Significance
	Male	Female	
that the environment is clean and comfortable?	3.98 (707)	4.10 (463)	F(1,1168)=4.481, p=.034
that the meals are good, nutritious and sufficient amounts?	3.75 (706)	3.92 (461)	F(1,1165)=5.911, p=.015
with where you live?	3.65 (702)	3.81 (456)	F(1,1156)=6.084, p=.014
how safe you feel in your neighborhood?	3.82 (693)	3.97 (448)	F(1,1139)=5.842, p=.016
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

Comparison of Racial/Ethnic Background Residential Care Facility

The analysis compared the responses of consumers by racial/ethnic background on the satisfaction survey items. Caucasians were significantly most satisfied with respect of ethnic and cultural background, services received, with the environment being clean and comfortable, and with safety in the neighborhood. Hispanics were most satisfied with the staff, knowledge of the staff and safety in the facility.

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with the Residential Care Facility staff who provide you with services?	3.93 (911)	3.70 (203)	4.00 (8)	3.71 (21)	3.57 (47)	F(4,1185)=3.296, p=.011
that the staff are helpful to you?	3.97 (916)	3.81 (204)	4.00 (8)	3.70 (20)	3.63 (48)	F(4,1191)=2.582, p=.036
that the Facility staff respect your ethnic and cultural background?	4.05 (885)	3.85 (202)	3.88 (8)	3.80 (20)	3.66 (47)	F(4,1157)=3.289, p=.011
with the services you receive from the Residential Care Facility?	3.98 (907)	3.75 (202)	3.88 (8)	3.70 (20)	3.80 (46)	F(4,1178)=2.678, p=.031
that the environment is clean and comfortable?	4.07 (916)	3.84 (202)	4.00 (8)	3.80 (20)	3.78 (49)	F(4,1190)=3.164, p=.013
with how safe you feel in this facility? ¹ (a, b)	4.01 (913)	3.74 (204)	4.25 (8)	3.65 (20)	3.41 (46)	F(4,1186)=6.426, p<.001
with how safe you feel in the neighborhood? (a, c)	3.97 (891)	3.61 (201)	3.88 (8)	3.70 (20)	3.38 (47)	F(4,1162)=8.136, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. ¹ Refers to Inpatient facility only. <i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between White and Black. (b) Interaction between White and Native American. (c) Interaction between White and Other.</p>						

Comparison by Age Residential Care Facility

The analysis compared the responses of consumers by three age groupings (1) those younger than 18 years of age; (2) adults under the age of 50 years; and (3) adults over 50 years of age. Adults over the age of 50 years were the most satisfied with all significant items.

How satisfied are you...	0-17	18-49	50+	Significance
with the services you receive from the Residential Care Facility?	- (0)	3.88 (719)	4.03 (439)	F(1,1156)=6.092, p=.014
that the environment is clean and comfortable?	- (0)	3.98 (725)	4.12 (443)	F(1,1166)=4.998, p=.026
with how you spend your day?	- (0)	3.59 (728)	3.77 (439)	F(1,1165)=7.597, p=.006
with where you live?	- (0)	3.63 (724)	3.89 (435)	F(1,1157)=14.635, p<.001
with how safe you feel in this facility?	- (0)	3.88 (718)	4.02 (442)	F(1,1158)=5.037, p=.025
with how safe you feel in the neighborhood?	- (0)	3.82 (707)	3.98 (432)	F(1,1137)=6.231, p=.013
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>				

Comparison by Forensic or Non-Forensic Consumers Residential Care Facility

This analysis compared the responses of consumers by whether or not they were forensic or non-forensic consumers. Those who were forensic consumers were more satisfied with the items that showed significance than non-forensic consumers.

How satisfied are you...	Forensic	Non-Forensic	Significance
that your treatment plan has what you want on it?	4.02 (45)	3.71 (495)	F(1,538)=3.857, p=.050
that the meals are good, nutritious and sufficient amounts?	4.02 (45)	3.66 (506)	F(1,549)=4.425, p=.036
with how you spend your day?	3.96 (46)	3.56 (507)	F(1,551)=5.900, p=.015
with the opportunities you have to make friends?	4.00 (44)	3.43 (498)	F(1,543)=7.498, p=.006
with what you do in your free time?	3.98 (44)	3.66 (504)	F(1,546)=3.885, p=.049
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

Comparison of Where Consumers Would Prefer to Live Residential Care Facility

This analysis asked consumers where they would prefer to live if given the opportunity. Consumers were given the choice of staying where they were now, group home, living semi-independently in an apartment with someone coming to see them, living independently in an apartment of their own, with a family member or "other" living preference. Consumers who would prefer to stay where they were now were most satisfied with all significant items. The consumers who would prefer "other" living arrangements were least satisfied with most all items except content of the treatment plan, respect of ethnic and cultural backgrounds, what they do during their free time and safety in the neighborhood.

How satisfied are you...	Where I am now	Group Home	Semi-Independent	Independent	Family Member	Other	Significance
with the Residential Care Facility staff who provide you with services? (a, b, c, d, e)	4.17 (455)	3.40 (53)	3.85 (117)	3.69 (312)	3.76 (127)	3.38 (42)	F(5,1100)=14.772, p<.001
that the staff are helpful to you? (a, b, c, d, e)	4.23 (454)	3.40 (53)	3.89 (120)	3.75 (318)	3.81 (128)	3.32 (41)	F(5,1108)=18.551, p<.001
with how staff keep things about you and your life confidential? (a, b, c, d, e)	4.16 (451)	3.43 (49)	3.75 (118)	3.74 (312)	3.81 (126)	3.38 (40)	F(5,1090)=12.008, p<.001
that your treatment plan has what you want in it? (a, c, e)	4.06 (449)	3.33 (51)	3.79 (119)	3.64 (304)	3.74 (127)	3.45 (42)	F(5,1086)=10.587, p<.001
that your staff is assisting you achieve the goals on your treatment plan? (a, b, c, d, e, f)	4.12 (447)	3.52 (52)	3.77 (120)	3.70 (305)	3.67 (124)	3.15 (41)	F(5,1083)=13.878, p<.001
that the Facility staff respect you ethnic and cultural background? (a, c, d)	4.22 (438)	3.66 (53)	3.91 (118)	3.86 (309)	3.84 (124)	3.69 (39)	F(5,1075)=8.370, p<.001
with the services received from the Residential Care Facility? (a, b, c, d, e)	4.26 (455)	3.53 (51)	3.71 (119)	3.75 (311)	3.77 (127)	3.32 (41)	F(5,1098)=19.180, p<.001
that staff treats you with respect, courtesy, caring, and kindness? (a, b, c, d, e)	4.27 (454)	3.58 (52)	3.89 (119)	3.66 (319)	3.74 (128)	3.30 (43)	F(5,1109)=19.253, p<.001
that the environment is clean and comfortable? (a, b, c, d, e)	4.30 (457)	3.73 (52)	3.83 (119)	3.85 (317)	3.90 (126)	3.58 (43)	F(5,1108)=13.307, p<.001
that the meals are good, nutritious, and in sufficient amounts? (a, b, c, d, e)	4.13 (455)	3.56 (52)	3.67 (120)	3.54 (316)	3.71 (128)	3.51 (41)	F(5,1106)=13.133, p<.001
with how you spend your day? (a, b, c, d, e)	3.99 (455)	3.32 (53)	3.36 (118)	3.44 (317)	3.53 (129)	3.15 (41)	F(5,1107)=17.522, p<.001
with where you live? (a, b, c, d, e)	4.18 (453)	3.25 (53)	3.46 (120)	3.38 (318)	3.50 (125)	3.21 (39)	F(5,1102)=31.797, p<.001
with the amount of choices you have in your life? (a, b, c, d, e)	3.95 (451)	3.26 (53)	3.35 (121)	3.26 (316)	3.32 (125)	2.83 (41)	F(5,1101)=22.048, p<.001
with the opportunities/chances you have to make friends? (b, c, d, e)	4.04 (449)	3.75 (53)	3.43 (120)	3.50 (317)	3.65 (127)	3.23 (43)	F(5,1103)=15.905, p<.001
with your general health	4.15	3.55	3.89	3.75	3.70	3.21	F(5,1104)=15.098,

care? (a, c, d, e, f, g)	(452)	(53)	(120)	(314)	(128)	(43)	p<.001
with what you do during your free time? (a, b, c, d, e)	4.12 (449)	3.57 (53)	3.50 (121)	3.57 (316)	3.66 (127)	3.55 (42)	F(5,1102)=15.745, p<.001
with how safe you feel in this facility? (a, b, c, d, e)	4.24 (454)	3.43 (53)	3.71 (121)	3.80 (321)	3.81 (127)	3.31 (42)	F(5,1112)=17.098, p<.001
with how safe you feel in the neighborhood? (a, b, c, e)	4.12 (450)	3.39 (51)	3.57 (118)	3.86 (312)	3.80 (124)	3.44 (43)	F(5,1092)=11.553, p<.001

Scheffe Post-Hoc significance at .05 or less.

- (a) Interaction between Where I am Now and Group Home.
- (b) Interaction between Where I am Now and Semi-Independent.
- (c) Interaction between Where I am Now and Independent
- (d) Interaction between Where I am Now and Family Member.
- (e) Interaction between Where I am Now and Other.
- (f) Interaction between Semi-Independent and Other.
- (g) Interaction between Independent and Other.

Residential Care Facility Subjective Responses 2002

What was liked Best about the Program:

Residential Care Consumers responded in many ways to the question of "What do you like best about the place you live?" Responses ranged from comments about meals, treatment received, roommates, and staff. Some of the salient remarks follow:

Staff

When asked what they liked best about where they lived many consumers wrote comments about the staff. How consumers feel about staff seems to be an important issue to individuals in residential settings. One individual wrote, *"I like all of the workers and I have lots of friends"*. Another person had this to say about the staff at their residence, *"I like the staff here at Long-Blum there very respectful and they take good care of me. They listen to me when I'm sad, they give me a lot of support and make me feel better."* Other comments in regard to staff are as follows, *"The people and staff are nice and respectful and don't hurt your feelings"*, *"They[staff] spoil me"*, *"The staff are really kind, caring & go out of there way for us"*, *"The owner is very kind, loving and thoughtful"* and *"Staff is upfront with me. Tell me ideas. Don't pull any punches"*.

Cleanliness

Many residents commented on the cleanliness of their home. Some remarked that it was the thing they liked the best about their home. One individual simply responded, *"it's clean here."* Another individual had this to say about the group home in which they resided, *"I like it a whole lot because this is the first time that I being in that I really like and it's a clean place to and I recommend this group home."*

Food

The quality of the food was another important issue for people in residential placements. *"I like the care and meals and everything with where I live now."* In response to the question *"What do you like best about the place you live"*, comments like *"the food"*, *"good food"*, and *"I like the meals"*, was seen again and again on the consumer satisfaction surveys.

Home like atmosphere

It was apparent from comments about what people liked best about their residence that a home like atmosphere was important. One individual said, *"I like the hominess of it."* Another individual had this to say about their place of residence, *"It is a very homey place"*. Other consumers mentioned the idea of homey several more times. One consumer expressed it in this way, *Homey, it is a calm, quiet, peaceful residence.*

Security

Having a sense of security also seemed to be important to many of the consumers who responded to the survey. Many individuals expressed simply that what they liked best about the place they lived was a sense of security. One person said that *"Security and freedom,"* were what they liked best about their current living situation. Other consumers used only the word *"secure"* to express what they liked best about their residence.

Independence

In the previous section entitled security, one individual had stated that *"security and freedom"* were the things they liked best about their current living situation. It is apparent from the consumer responses that freedom and independence are also important issues to consumers in residential programs. Statements like *"I can do anything I want to do"*, and *"we are free to do the things we like"*, illustrate this point. One individual stated *"You can talk to who you want and go where ever I want"*, showing again that the issue of independence is an important aspect for some consumers in residential programs.

Activities

Opportunities to engage in activities outside of the residential setting were seen as an important issue for many consumers. When asked the question what they liked best about the place they lived many individuals listed activities that they associated with their current living situation. Activities such as, *"Branson trips and outings"*, *"going to the park"*, *"trips with my roommate,"* and *"vacations"* were listed as things that some consumers liked the best about their living situation.

Other Residents

Some consumers stated that the people that lived with them in their home are what they liked best about their living situation. One individual stated, *"I like the people I live with."* Another consumer said that *"the residents who are nice to me"*, are what they liked best about their living arrangement. One person simply stated that what they liked best about their home was *"the other residents"*.

Own Room

For many consumers having their own room was the thing they liked best about their current living situation. Comments like, *"private room"* and *"I got my own room"* were seen numerous times on the consumer surveys. One individual stated that what they liked best about their current living situation was *"I have my own room to listen to my music."* Having a room to oneself was an important issue to many consumers. Several consumers simply wrote *"own room"* on their satisfaction survey.

Pets

Another item consumers liked about their living situation was their ability to have a pet. Several surveys had comments from consumers that indicated that being able to own a pet and keep it in their home was a significant issue. In response to the question what they liked best about their living situation some consumers simply wrote *"my pet"*. Several individuals stated that they liked their living situation because *"my pet can be here."* One individual wrote, *"My cat, yoda, gets to stay with me."* The ability to own and keep a pet appeared to be an important factor to individuals in the place they live.

What could be Improved:

Many of the things that consumers stated were things they liked best about the place they lived were also things that other consumers indicated were issues that needed to be improved upon.

Staff

One area that was repeatedly mentioned as something that could be improved upon were issues regarding staff. Some consumers believed that they were short staffed in places they lived. Statements such as, *"need more staff person"*, and *"more staff so we can do more outings"* illustrate this point. Other comments about staff centered on how consumers were treated by those who worked in their residence. One individual stated, *"Nursing staff could be more professional."* Another consumer wrote that their living arrangement could be improved *"by the staff not being so hateful to the residents."* Other comments were stated more simply like the following: *"staff treat us better"*, *"better staff"* and *"more staff"*.

Independence

Some consumers indicated on their surveys that they believed that their current living arrangement could be improved if they were living on their own. Statements like *"I like the place but feel like I should be on my own"*, and *"Having my own place"*, illustrate this sentiment. One consumer wrote that their living arrangement could be improved *"by my not living here."*

Cleanliness

Some survey respondents indicated that their homes were not as clean as they would like them to be. Many consumers sited that a cleaner environment would improve their living situation. One consumer stated that the *"bathrooms be cleaned better."* Another person simply wrote *"cleaner"*, while still another stated, *"it could be cleaner"*.

Smoking

An area that seemed to come up several times was centered on the issue of smoking. Some consumers indicated that they wished they had a place where they could smoke inside their house. For example comments like, *"smoking inside"*, *"have an indoor smoking room"*, and *"smoke room for winter"* were written by consumers. Some consumers indicated that they wished they could smoke more frequently or have more opportunities to smoke. One individual wrote, *"more smoke breaks"*, while another stated, *"smoke when I want."*

Remodeling

Another common response found on the consumer surveys was remodeling. The word remodeling was used frequently to indicate a way to improve a consumer's residence. Some comments even gave specific areas that needed to be fixed or remodeled. For example one consumer stated that they thought *"a lock on the back door"* would improve their home. Another felt that the bathroom walls needed to be fixed, *"new bathroom where walls are more into the walls instead of bent"*. One person suggested that their house needed *"more bathrooms"*. Other comments were, *"the plumbing needs to be improved"*, *"to have the Drake remodeled and fixed up"*, *"it would be nice if we had a newer building"* and *"remodeling"* indicated that in some situations consumers wished their homes were in better repair or simply newer.

Activities

Many consumers wrote that they wanted more opportunities for recreational activities both while at home and in the community. One individual wrote, *"more forms of recreation as movie, pool, bowling, swim, camp, hike in a group and the library a place for me to enjoy 1 time every week."* Another individual said *"more things to do places to go."* Other comments were *"more activities"* and *"better activities at home and outside"*, indicating a desire by some consumers to have an increase in the number of activities made available to them in the place where they live.

Food

The issue of food was an important factor for a number of consumers as well. Better food and more choices of food options were issues for individuals living in residential settings. Comments like *"better food"*, *"better meals"*, *"food could be better"*, *"better choice of food"*, are an example of ways in which some consumers felt their living situation could be improved. Several consumers expressed a desire for an increased quantity of food, *"more snacks"*, *"bigger portions at mealtime"*, and *"I wish we could have bigger helpings at dinner"*.

Treatment & Restrictions

In response to the question, *"What would improve the place where you live"*, consumers expressed a desire to be treated differently. One individual said, *"treat the clients more like human beings as they would want to be treated"*. In addition consumers wrote statements that suggested that they did not like some of the restrictions placed upon them. Comments like the following illustrate this point, *"We should be able to go outside after dark"*, *"Let us have better access to the kitchen"*, *"They could give us a little more freedom about us being out at night"*, and *"More time to sleep"*. One consumer stated it simply when they wrote, *"Stop with rules and regulations"*.

Roommates

Some consumers indicated that not having to share their room or their place of residence would improve their current living situation. One person simply responded *"no roommate"*. Another wrote, *"my roommate irritates me"*. On the issue of roommates one consumer felt that residents should be consulted before an administrator gives them a roommate that might not match their preferences. *"The administrator could ask people questions before moving them in a room with someone that snores all nite and do not get along."* The other individuals living in a residence were a concern for many consumers. One person wrote that they would like to live with people that were closer to their own age, *"More residents about my age"*. Another consumer had a specific gender preference, *"more attractive men to live here that aren't crazy"*.

In addition to the types of roommates, some consumers wanted there to be a way to get rid of troublesome residents. In response to the question, *"what would improve the place where you live"* one consumer wrote, *" Simply by not allowing new residents who don't care about the rules or maybe are looking for a fight and continue to not allow them to stay for months or years here. When they get someone here who starts trouble they do not do much about it and they continuously allow them to stay"*. In relation to this issue about troublesome residents some consumers commented that they wanted to be treated better by their roommates. Comments like the following illustrate this point, *"residents stop picking on residents", and "Patients would stop threatening me"*.

Issues with Medication

One final issue that came up repeatedly as an area needing improvement for some residential settings was medication. Some consumers commented that they thought a decrease in the number of medication errors would improve their living situation. Comments like, *"less med errors"*, *"medications given on time"*, and *"quit letting my medications run out"*, were found on many of the consumer surveys. On the issue of medication one consumer wanted more education about the medications they were taking, *"tell me about new medication and help me to recognize pills and inhalants"*.